Enterprise Information Services
Duty Statement

Division:	Enterprise Information Services
Section/Unit:	Strategic Offender Management System (SOMS) Project
Position Number:	065-625-1337-xxx
Classification:	Senior Information Systems Analyst (Specialist)
Date:	12/22/2014

Supervision: Under the general direction of the Systems Software Specialist III (Supervisor), for the SOMS Operations section the incumbent acts as a project leader and technical expert in connection with the analysis, process re-engineering, implementation and maintenance of SOMS and/or participates with other analysts on IT systems studies and projects of a complex nature or broad scope.

Knowledge and Ability: In this expert level business analyst position, the incumbent is expected to adhere and enforce EIS data processing concepts, practices, methods, and principles as well as accepted industry practices and standards, including the phases of the Software Development Life Cycle (SDLC), Information Technology Infrastructure Library (ITIL) and Project Management Institute's best practices. The incumbent should have expert knowledge of the business requirements gathering and documentation, process re-engineering and IT best practices, project management principles, as well as application development methodologies, data delivery and software support. The incumbent must possess an ability to work independently, lead technically and developing relationships with key stakeholders. Interaction with business/program subject matter experts (SME) and other EIS technical personnel requires the incumbent to demonstrate competencies associated with good communication and team leadership.

Guidelines: The incumbent should utilize initiative, creativity and resourcefulness in making recommendations for new policies, system enhancements, or configuration changes. In addition to state and federal laws and guidelines, the incumbent must adhere to CDCR policy regarding behavior or conduct on the job.

Scope and Effect: The incumbent performs various analytical work related to the SOMS applications, interfaces, reporting, support and maintenance where the results affect substantial numbers of staff and stakeholders. The incumbent must demonstrate competence in a general analytical role and demonstrate teamwork and a high degree of versatility. The incumbent will lead a technical effort such as application enhancements, infrastructure changes, or decommissioning of legacy system; must works with multiple teams and business units to assess the impact of the change to SOMS application and infrastructure components; works with technical and business subject matter experts to determine priority, severity, and impact of proposed changes; communicates impact information to stakeholders via meetings, presentations and written correspondence. The incumbent responsible for providing customer guidance and support for project/production changes assists in impact analysis for production and staging environments.

Complexity: To perform the customer support and technical liaison aspects of the job, the incumbent performs work that includes varied duties requiring many different and unrelated processes to a broad range of activities with a substantial depth of analysis, best practices and IT specific knowledge.

Personal Contact: The incumbent will work with managers, technical staff, contractors and systems users to provide recommendations regarding systems and problems requiring solutions. The incumbent must be able to communicate effectively, both orally and in writing with subordinates, peers, clients, and customers at all levels. The incumbent must possess an ability to gain influence, motivate, persuade, and lead individuals or groups.

Specific duties include, but are not limited to:

40%	Business Analysis, Requirements Management and Process Re-engineering

- Independently facilitate and lead requirements gathering meetings.
- Interview customers and prepare system requirement specifications.
- Develop workflow diagrams and other documents to describe current and future business processes.
- Review plans, designs, and system specifications developed by other project teams to provide technical expertise.
- Independently facilitate and lead business case studies, feasibility studies, and wide range of documentation.
- Complete technical and business requirements documents.
- Develop options and strategies using research, subject matter experts, past technology project and best practices to provide options and determine best value to the business customer.
- Communicate at an expert level orally and in writing. Technical writing skills required to develop Feasibility Study Report, Budget Change Report and Post Implementation Evaluation Reports.
- Perform surveys and utilize other feedback mechanisms to gather information for continued improvement of business processes.
- Perform general analysis on requests or potential changes to design and/or functionality solutions related to the SOMS applications, maintenance and support, and or interfaces and reporting.
- Provide impact analysis in review of project plans, designs and system specifications prepared by vendors and other CDCR staff.
- Coordinate development and review of Request for Proposals, Feasibility Study Reports and Post Implementation Evaluations and Review as needed.

40%	Project Management

- Act as a project manager in SOMS related technical projects.
- Facilitate meetings, technical discussion, and white board session.
- Report project status to supervisor including statistics on workload.
- Lead coordinator for CDCR, vendors and/or stakeholders.
- Prepare internal and external project status reports, including status reports to CDCR Management and/or external agencies.
- Develop project timelines, PowerPoint slides, project documentation, plans, schedules, proposals and other presentation materials.
- Ability to present formal presentations, statistical reports and briefing documents that are easily read and understood by the wide variety of stakeholders.
- Organizing and facilitating formal meetings with stakeholders across several federal, state, and county departments.
- Perform escalation process to communicate with management and staff the nature of incoming problems pertaining to critical systems, their status and resolution.
- Experience with project management industry standards and best practices for large-scale IT projects (PMOBK, CA-PMM).
- Experience validating and monitoring IT project schedules.

- Knowledge of Quality Assurance (QA) and Independent Verification & Validation (IV&V) industry standards and best practices for large-scale IT projects.
- Strong analytical skills; keen attention to details; ability to follow policies and procedures.

20%	Methodologies, Standards, Training and Others

- Proficiency in Word, Excel, MS Project, and Visio required.
- Understand Change Management, Configuration Management and Release Management processes.
- Lead and/or participate in development of methodologies and standards.
- Demonstrate proficiency with available tools, methods and procedures to complete assignments.
- Perform administrative tasks such as timesheets, work effort tracking and status reports on a timely basis.
- Participate in Division meetings and team meetings/activities as required.
- Provide support and limited backup to unit supervisor.
- Lead in the development and delivery of training materials

This Duty Statement, including the activities, objectives, and performance standards, has been reviewed by the undersigned.

_____   _____
Employee's Signature   Date

_____   _____
Supervisor's Signature   Date